

Federal Reserve Board

Course Description for TDN

Course Catalog Detail

TEAM DYNAMICS and NEGOTIATION

Type of Participant Targeted

This course is designed for staff members who want to improve their ability to work in teams. This course is required for staff hired into the System's examiner commissioning program and optional for others.

Prerequisites

This course is part of Level 3 of the Examiner Commissioning Program. Levels 1 and 2 should be completed prior to taking this course.

Course Overview

The course is designed to teach participants how to build teamwork in the work environment and to identify more effective ways of dealing with co-workers and supervisors. The course is highly interactive and requires substantial participant involvement.

Course Objectives

After completing this 4-day course, the participant will be able to:

- Demonstrate collaborative team management skills that help teams work productively;
- Use critical communication skills (such as active listening, clarifying needs) to:
 - frame problems and solutions in neutral and solvable terms
 - identify and resolve conflict
 - build and maintain effective relationships
 - offer and receive constructive and positive feedback;
- Conduct needs-based negotiation with individuals and with groups ;
- Demonstrate enhanced self-awareness around team leadership style and skills and create action plans for development.

Post-Course Intervention

After completing the course, the participant should be given on-the-job assignments to increase retention of the competencies presented during class. Such on-the-job assignments could include being responsible for a significant part of an examination or inspection, or participating on or leading a team project or workgroup.

Overview of Team Dynamics and Negotiation Course

Subject	Approximate Class Hours
Motivational Value Systems	4.0
Critical Communication Skills	7.0
Giving and Receiving Feedback	3.0
Team Dynamics	2.0
Handling Objections and Addressing Conflict	2.0
Needs-Based Negotiation	5.0
Ask the Experts	2.0
Team Simulation	4.0
Totals	28.0

Course Themes

Team Dynamics and Negotiation highlights a different theme each day of the course.

Day 1 – Your Motivational Value System

Day 2 – Critical Communication Skills

Day 3 – Giving and Receiving Feedback, Team Dynamics, Handling Objections and Addressing Conflict

Day 4 – Needs-based Negotiation and Ask the Experts

Day 5 – Team Simulation

Class Size

The minimum number of participants is 14, and the maximum is 22. It is recommended that no more than six participants are from any one Reserve Bank and that no more than four state participants (in total, all states combined) be enrolled in any one session. Managers and their direct reports should not be enrolled in the same session of the course.

Instructors

The success of the course depends on the instructors' ability to serve as effective facilitators. Instructors model the behaviors and skills that are introduced in the course. Due to the number of exercises and the interactive nature of the course, three instructors are ideal; however, two instructors may suffice if less than three are available. Instructor candidates will be selected by the content management group.

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